

VISITOR TRANSPORTATION SYSTEM SURVEY RESULTS

VTS ID: 38

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Name of the NPS Unit:	Harpers Ferry National Historic Park			VTS Group:	Surface
Name of VTS:	The Valley Line			NPS Region:	Mid Atlantic
Respondent's Name:	Ken Starnes			Annual Visitors:	314,548
Respondent's Title:	Management Assistant				
Respondent's Phone:	(304) 535-6039	Fax:	(304) 535-6059	E-mail:	ken_starnes@nps.gov

Section 1: How is the VTS Service Provided?

1.1 In what year VTS service first provided?	1990	1.6a Contract Term (years):	1
1.2 Who currently manages the VTS service?	NPS	1.6b Contract Start Date:	10/1/90
1.3 Who currently operates VTS service?	Contractor	1.6c Contract End Date:	9/30/95
1.5a Concessioner Name:	Eastern Panhandle Transit Authority		
1.5b Concessioner Address:	Route 4 Box 140, Martinsburg, WV. 25401		
1.5c Concessioner Telephone:	(304) 263-0876		

Section 2: What Kind of VTS Service is Provided and what is the Frequency and Performance of the VTS?

2.1 What type of vehicles are used to operate the VTS Service?

2.2 Does the VTS service always operate along a fixed or consistent route or routes?

2.3 What are the names, round trip mileage, trips per day, % peak season trips in which vehicles are (1) filled to capacity, (2) beyond capacity and riders are left behind, and (3) operate on time (within 5 minutes of scheduled time)? (See Table B for service frequency per day of the week).

Route	Route Mileage	Peak Season Trips per Day	Off Peak Season Trips per Day	Percent Capacity Trips	Percent Refused Trips	Percent Ontime Trips
Bollivar Heights	2					
Shoreline Drive / Lower Town	3	160	48	5	20	75

2.4 If not a fixed route, How is the path of the VTS route determined?

2.5 Times per season that VTS service failed to operate due to an equipment shortage?

2.6 Times per season that VTS service failed to operate due to an operator shortage?

Section 3: What is the Purpose of the VTS Service?

3.1 Is the VTS the sole means of public access into the park or park unit?

3.2 Rate each of the following attributes as to their degree of relevance to the VTS Service:

Visitor Enhancement Rating:	High	Cost Effectiveness Rating:	High
Resource Protection Rating:	High	Sustainability Rating:	High

3.3 What is the primary purpose of VTS?

Section 4: When Does the VTS Service Operate?

4.1 Is the service year around?

Current Year Start Date:

Next Year Start Date:

Current Year End Date:

Next Year End Date:

4.2 Peak Demand Start Date:

Low Demand Start Date:

Peak Demand End Date:

Low Demand End Date:

Section 5: How Does the VTS Service Operate?

5.1 Does the VTS Operate on a fixed schedule? If No, Describe How Trips are Determined:

5.2 Is Schedule Adjusted Weekly?

5.4 Is Schedule Provided to Operators?

5.3 Is Schedule Adjusted Daily?

5.5 Is Schedule Available to Visitors?

Section 6: What is the VTS Rolling Stock?

6.1 Who provides the vehicle/vessel equipment?

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6.2 Total Fleet Size: 6.3 Number of vehicles or vessels operated in service at a single time? 6.4 Do any vehicles employ alternative fuels? Alternative Fuel Type:

Equipment Number	Maker of Vehicle or Vessel	Model	Registry (Vessels)	Year	Annual Mileage	Fuel	Owner	Condition (See Note)
1	Bus / Flexible	Transit Bus		1990	15720	Deisel	NPS	2
2	Bus / Flexible	APTC Transit Bus		1990	16845	Deisel	NPS	2
3	Bus / Flexible	APTC Transit Bus		1990	17144	Deisel	NPS	2
4	Bus / Flexible	APTC Transit Bus		1990	15110	Deisel	NPS	2
5	Bus / Flexible	APTC Transit Bus		1990	18508	Deisel	NPS	2
6	Bus / Flexible	APTC Transit Bus		1990	16113	Deisel	NPS	2

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 7: What Facilities Does the VTS Use?

7.1 Is there an inventory of VTS facilities? 7.2 Who owns the VTS facilities?

Facility Name	Year Built	Ownership	Maintenance	Condition (See Note)
Metal Building / 6 Bays	1991	NPS	NPS	
Office				
Storage Area 1				
Storage Area 2				

Note: Condition = 1 (Excellent) to 5 (Very Poor)

Section 8: Who Uses the VTS Services?

8.1 Are passenger counts kept regularly? If so, how often are the counts made?

8.2 Please provide the average daily number of passenger boardings

Fiscal Year	Peak Season Daily Boardings	Off Peak Season Daily Boardings	Annual Boardings
FY 1996	1846	240	445888
FY 1995	2229	443	543893
FY 1994	2287	488	563136
FY 1993	2241	377	536588
FY 1992	2254	447	549730

Section 10: How Much is Charged for Using the VTS Service?

10.1 Is a Fare charged to use the VTS Service? 10.2 Does Fare vary according to Season, day of week or time of year? 10.3 Does Fare Vary between adults and children?

10.4 Please Provide Fares for the VTS System

	Peak Season				Off Season			
	Peak Day		Off Peak Day		Peak Day		Off Peak Day	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Bolivar Heights								
Shoreline Drive / Lower Town								

Section 11: What are the Revenue and Operating Costs for the VTS Service?

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11.2 Does NPS financially support the VTS in any way?

Yes

11.3 Does NPS or Treasury receive payment from VTS Contractor/Concessioner?

No

11.3 Basis for Payments Received:

Percent of Gross Revenues:

11.3 Other Basis for Payments Received:

11.4 Does VTS receive funds from sources other than NPS?

No

Please provide Operating Revenue, Cost, Funding Sources:

Section 12: What are the VTS Liability and Safety Programs?

Collision Coverage:		Collision Premium:	
Comprehensive Coverage:		Comprehensive Premium:	
Property Coverage:	\$20,000,000.00	Property Premium:	\$2,577.00
Public Liability Coverage:	\$20,000,000.00	Public Liability Premium:	\$2,577.00
Medical Coverage:	\$2,000,000.00	Medical Premium:	\$107.00
Other Insurance:	Uninsured/underinsured: \$50,000/\$50,000	Other Premium:	\$17.00
		Total Premium:	\$5,288.00
12.2 Who pays Insurance?	NPS	12.5 Who conducts substance abuse screening?	City Hospital / EMSI
12.3 Who pays Operator Ins.?	EPTA via Gov.	12.6 Who conducts safety training program?	EPTA
12.4 Who pays special license?	Employee	12.7 Who maintains substance abuse program?	EPTA
12.4 Who screens operator history?	EPTA	Who regulates VTS vessels and crews?	
		12.8 Number of injury claims in past 5 yrs?	0

Section 13: What are the VTS Maintenance Procedures?

13.1 Is there a written Maintenance Program?	Yes
13.2 Are there written Hazmat Program procedures?	No
13.3 Is there a written Maintenance Training Program?	Yes
13.4 Is there a written Safety Program for VTS maintainers?	Yes
13.5 Is AC Brake Certification required?	Yes
13.6 Are federal (e.g., OSHA) Records Maintained?	No
13.7 What is the number of Shopped Vehicles per day on a typical peak visitor season?	0
13.8 What is the number of preventable maintenance road calls made during FY 1996?	10

Section 14: What Future Plans are there for VTS Service

Planned Mods: EPTA is revising the Driver Training Program

Plan Reports: No